


KEGAN BERGERON


IT SPECIALIST

CONTACT

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 San Diego, California

EDUCATION / CERTIFICATION

Southern New Hampshire University
B.S. Information Technology
Minor in Mathematics
2019-2023

COMPTIA A+
Industry Standard Certification
Sep. 2024

COURSEWORK

- Information Technology Capstone
- IT Fundamentals
- SQL Database Administration
- Networking
- Web-Based IT
- Cross-Platform Technologies
- Website Design & Construction
- AWS DevOps Development

SKILLS

Hard	Soft
OS System Installation	Organization
RMM/MDM	Attention to Detail
System Integration	Multitask
System Management	Public Speaking
System Security	Written Communication
User Management	Creativity
Asset Management	Adaptable
Risk Management	Problem Solving
TCP/IP Networking	

WORK EXPERIENCE

IT Support Specialist

Autumn Harp - Essex Junction, VT May. 2023-Dec. 2024

- Managed Helpdesk operations for 300+ users, resolving queries and technical issues, while overseeing Active Directory user account creation on Windows Server 2022, along with friendly, prompt end-user support.
- Created and maintained comprehensive IT process documentation, facilitating smooth operation and knowledge transfer.
- Spearheaded Mobile Device Management (MDM) implementation, ensuring secure device management, enhancing data security, and boosting employee productivity.
- Utilized CrowdStrike XDR expertise to refine cybersecurity policies, improving threat detection and incident response alignment with organizational objectives.
- Led implementation of a "DIY" Microsoft Teams Room System, optimizing A/V conferencing in meeting rooms through hardware manipulation and XML configuration integration with MS Exchange.
- Planned, coordinated, and conducted introductory IT training for newly hired employees, ensuring quick integration and proficiency.

IT Summer Intern

Beta Technologies - South Burlington, VT May. 2022-Sep. 2022

- Managed end user management using a variety of software, such as Jira, Microsoft Admin (Endpoint Manager, Azure Active Directory, SharePoint), Google Admin, and Jump Cloud.
- Deployed Multi-Factor Authentication across the company for 500+ users, enhancing security measures.
- Provided professional and friendly end-user support, resolving workstation, printing, network, and other computing issues promptly and effectively.
- Conducted routine system maintenance and upgrades of operating systems and software, enhancing productivity, security, and communications.
- Developed and maintained IT documentation, including user guides, training materials, and standard operating procedures, to improve team efficiency and onboarding processes.
- Collaborated with cross-functional teams to implement new software solutions and ensure seamless integration with existing systems.

IT Helpdesk Support

Southern New Hampshire University - Manchester, NH Dec. 2019-Apr. 2023

- Provide prompt and professional technical support to faculty, staff, and students, ensuring swift resolution of hardware, software, and network-related issues.
- Troubleshoot and resolve user access issues with university platforms, including learning management systems, email, and administrative portals.
- Document and escalate unresolved issues to higher-level support teams, ensuring accurate tracking and resolution within established SLAs.
- Assist in onboarding new users by setting up accounts, configuring devices, and delivering training on technology tools and resources.
- Maintain a knowledge base of FAQs and troubleshooting guides to streamline support processes and enhance user self-service options.